Staff Roles and Responsibilities

- **HQ**
  - **Process Owners:**
    - Translate external (customers, stakeholders) and internal (performance results) feedback to policy needs.
    - Develop deployable policy (IPPD)--processes, tools, guidance, training.
    - Set metrics and goals.
    - Assess performance to goals--look for systemic policy and process issues.

- **DISTRICT**
  - **Process Champions:**
    - Participate in IPPD--translate the field perspective.
    - Participate in developing metrics and goals.
    - Determine allocation of District goals to CAOs and negotiate performance contracts.
    - Manage process performance across CAOs to achieve District goals:
      - Identify Systemic Policy and Process issues
      - Metrics
      - Facilitate improvements on IOA results

  - **Field Support Teams (FSTs):**
    - Front-line deployers of policy--trainers and assisters.
    - Respond to CAO requests for assistance in meeting negotiated goals.
    - Proactive advocates for CAO issues.